

## Exhibit 5: Laboratory Director's Constituents

Constituency	Constituency's Goals	Laboratory Director's Goals
Victims' families and friends	Receive rapid and accurate identification of loved one. Support during the grieving process.	Be available as an information source to explain the DNA identification process. Provide data and statistics to demonstrate the progress of the identification effort.
Public officials	Restore order as quickly as possible. Reassure citizens by being responsive and sympathetic. Promptly and accurately respond to questions from the public and the media.	Be available as an information source to explain the DNA identification process. Provide data and statistics to demonstrate the progress of the identification effort. Manage expectations regarding the speed and accuracy of identifications.
Media	Rapidly report on the status of all aspects of the event, including the DNA identification process.	Be available as an information source to explain the DNA identification process. Provide data and statistics to demonstrate the progress of the identification effort. Manage expectations regarding the speed and number of identifications.
Law enforcement	Secure the incident site. Support the investigation of the mass fatality incident (if applicable) while continuing to support the investigation of routine cases.	Impart clear information about sample collection and preservation. Delineate responsibilities and roles of laboratory staff and law enforcement officers for maximum efficiency and integrity of sample collection.
Laboratory staff	Support the identification effort while continuing routine casework.	Educate and orient the staff to the challenges unique to a mass fatality incident. Avoid burnout and long-term emotional effects on staff.

some of the remains may not be identified. In mass fatality incidents, fragments may be collected and analyzed, but never identified. A laboratory director's effort to frame realistic expectations and candidly discuss issues such as the limitations of the technologies can limit disappointments in the future.

The laboratory director can help officials and the public understand the identification process by collecting, monitoring, and reporting key facts and metrics. Frequent status updates to stakeholders can save the laboratory time by reducing the

need to respond to ad hoc requests for information. Exhibit 6 lists the types of information that were provided during the WTC response.

The public's ultimate measure of the laboratory's performance is the number of victims identified. The importance of educating constituencies about the many steps in the analytical process is critical to reducing unrealistic expectations. Raising awareness that DNA testing takes longer—sometimes much longer—than depicted in television dramas is an important message. Using metrics such as the number of samples received